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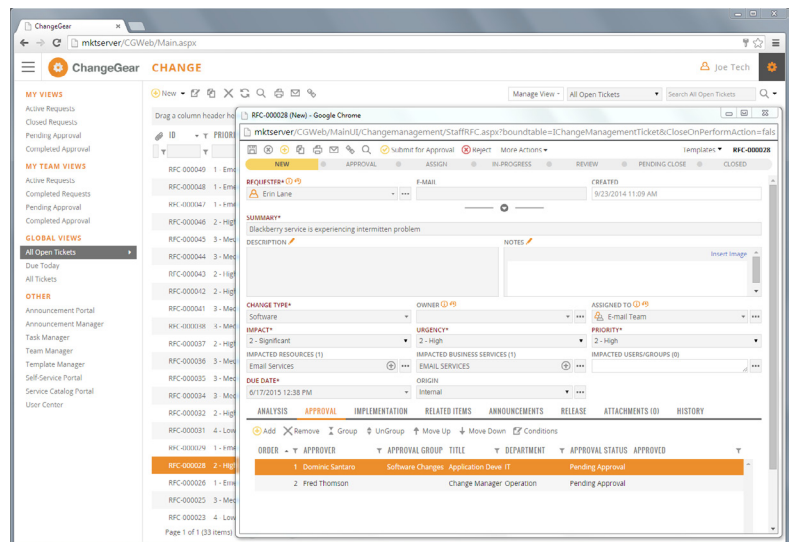
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Change and Configuration Management for Healthcare Automating IT Change Controls to Support EMR Projects

HITECH Act Provides Opportunity

As healthcare providers move to adopt or expand Electronic Medical Record (EMR) technology within their organization, it becomes apparent that for many organizations, the lack of adequate financial funding is the major barrier to fully implementing. The HITECH Act of 2009 helps healthcare providers break down this barrier by providing the opportunity to receive significant financial incentives to adopt EMR systems or complete EMR projects.

In addition to providing financial incentives, the HITECH Act also significantly extended the scope of IT security including mandatory data breach notifications, heightened enforcement, increased penalties, and expanded patient rights. This means that it is even more vital for organizations to establish IT controls to manage changes, ensure availability of systems, and meet the increasing demands of regulations and standards.



EMR Brings IT Challenges

Advances in technology have paved the way for EMR systems; however, the shift to electronic data presents new and complex challenges for IT and a corresponding concern over healthcare information security. Organizations must put the IT controls and measures in place to ensure that the confidentiality, integrity, and availability of electronic patient data are maintained.

EMR adds complexity to the management of critical systems because an EMR system touches every part of the IT environment. Implementing EMR requires numerous changes from the data center to the desktop, so organizations must have the processes in place to be able to quickly adapt to the required change. Gartner research says that 80% of unplanned downtime is due to people and process issues. In order to maintain high availability of systems in a 7 x 24 environment, IT controls must be in place to protect against unplanned and unauthorized change.

Securing the environment to protect the privacy of patient information required in the Health Insurance Portability and Accountability Act (HIPAA) is also a challenge that implementing EMR brings to organizations. It is clear that IT security controls must be in place to support compliance with HIPAA, as well as other regulations and best practices such as Sarbanes-Oxley (SOX), Payment Card Industry (PCI), National Institute of Standards and Technology (NIST), and many others. Most compliance standards do not specify exactly how to be compliant, but they instead drive to the need for IT controls based on best practices like ITIL or CoBit. Implementing best practices not only helps you comply with regulations, but more efficient processes can reduce the cost and complexity of managing an EMR environment.

Contact Us

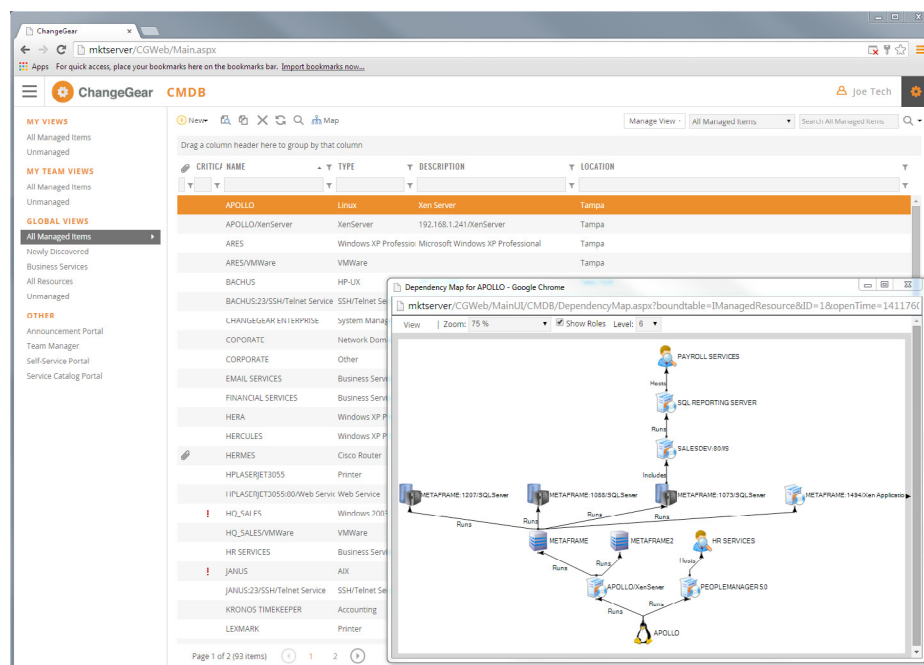
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Identify IT Assets & Implement Change Control

To meet growing challenges such as maintaining EMR records and meeting HIPAA security provisions, it is important for healthcare organizations to identify current assets and implement controls to manage their assets. In most organizations, numerous departmental technology solutions have been purchased and are operational within the healthcare environment. These solutions can be difficult to manage and often IT staff is not even aware of those solutions until they break or if an issue arises. One of the keys to a successful implementation and management of an EMR system is discovering and documenting IT assets for the entire existing IT infrastructure.

Once you understand what assets you have and how the assets are configured, you need a central repository where the IT critical assets and their configurations are managed. Then, every time you make a change to a critical asset you can assess whether it has an impact on the EMR system or any other critical assets. It has also become even more important to track non-datacenter assets such as mobile carts and other various medical equipment for impact and risk analysis. No matter what type of asset it is, sending every request for change through a consistent process will ensure that all changes have had the necessary approvals and do not have a negative effect on the availability of services.

Because of the importance of EMR availability and confidentiality, enforcement and auditing of compliance standards could be even more stringent going forward. Being able to show that you have a change and configuration management solution in place will help you put more system controls and security measures in place to easily meet compliance audits.



ChangeGear: A Complete Platform for Delivering Change & Configuration Management

ChangeGear is a web-based, best-of-breed Change and Configuration Management software solution that is easy to use and can be deployed quickly into your environment. Tightly integrating technology with process, ChangeGear simplifies change control and gives you the tools you need to track, manage, and control your critical infrastructure.

ChangeGear's extensible workflow is based on the Information Technology Infrastructure Library (ITIL) best practices framework out of the box. However, the workflow can be easily modified to fit your own internal processes - allowing your IT organization to define and automate the way you want to work.

In order to ensure IT controls are implemented, ChangeGear provides Change Management to make certain that every change introduced into the IT infrastructure follows a regulated process and Configuration Management for discovering, managing, and monitoring all of your critical assets.

Many features are included in the ChangeGear solution such as role-based security, auto-discovery of assets, workflow and business process automation, automated approvals and notifications, impact and risk analysis, historical audit-trails, and many more. Continue reading below for details on the features of functionality of ChangeGear, as related to complying with security regulations.

Change Management

ChangeGear's Change Management ensures that every change introduced into the IT infrastructure follows a regulated process. The following key features can be found in the Change Management solution:

ChangeGear Feature	Description
Change Control	ChangeGear enables IT organizations to track, manage, and control all aspects of the change lifecycle, from approving change requests and notifying stakeholders to analyzing the risk and impact of change to the IT infrastructure.
Dynamic Request Automation	ChangeGear allows for intelligent handling of requests that leverage the power of customized forms, advanced workflows, notifications, and approvals. Form authoring tools give you complete control of the layout, labels, what fields are displayed on the ticket, actions, and workflows.
Automated Approvals & Notifications	ChangeGear's customizable approval and notification system automates communication by enforcing your pre-designed approval structure and ensuring that the right team members are notified at each stage in the change lifecycle: before, during, and after change.
Process and Workflow Automation	ChangeGear allows IT organizations to define their own change management processes and automate the way they want to work using the power of workflow automation. This enables IT to ensure compliance, enforce best practices, streamline performance, and guarantee repeatable outcomes.
Change Monitoring	ChangeGear provides built-in and definable Business Policy Automation tools that can monitor hardware and software changes on datacenter assets. Once an unauthorized system change is found, ChangeGear can send an alert to the owner of network access or initiate the appropriate action.
Change and Audit Reporting	ChangeGear tracks all aspects of historical and current change activity in the organization: change status, cost, impacted resources, priority/category of change, and change by user or department. ChangeGear gives you access to real-time and comprehensive compliance reports for auditors.

Configuration Management

ChangeGear's Configuration Management Database (CMDB) allows you to discover, manage, and monitor all of your datacenter assets. The following key features can be found in the CMDB solution:

ChangeGear Feature	Description
Auto-Discovery of Datacenter Assets	ChangeGear provides a comprehensive solution for collecting and managing IT assets, both physical and virtual. Using agentless and dynamic probing methods, ChangeGear gives you a 360-degree view into your IT infrastructure by automatically discovering applications, servers, and many other network devices.
Asset and Configuration Management	ChangeGear gives IT organizations greater control of datacenter assets throughout their operational lifecycles – providing auto-discovery, configuration information, storage of documentation, and many other miscellaneous details for each configuration item.
CMDB Extensibility	In addition to managing IT assets such as routers and servers, ChangeGear provides you the ability to easily add new CI types to track non-datacenter assets such as mobile carts and other various medical equipment. The form authoring tools give you complete control of the layout, labels, and what fields are displayed on the custom form.
Risk Management and Impact Analysis	ChangeGear delivers unparalleled visibility into the IT infrastructure by providing configuration information and visual mappings of datacenter assets and resources, as well as their dependencies and relationships. This is critical for in-depth impact analysis, risk assessments, troubleshooting, and root-cause analysis.
Reporting	ChangeGear captures a complete audit-trial of changes and services for each datacenter asset – then provides a number of pre-defined reports out of the box to meet compliance requirements. Customized reports can also be created with ChangeGear's easy-to-use ad-hoc reporting tools.
Federated Database	ChangeGear is built on a federated data model; it consolidates and centralizes information from various data sources using ChangeGear's Universal Data Services (UDS). This enhances the IT organization's ability to track and manage datacenter assets in a single integrated solution.

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